



**CSDVRS, LLC**  
**600 Cleveland Street, Suite 1000 – Clearwater, Florida 33755**  
**VideoPhone: 727-431-9692 Voice: 727-254-5600 Fax: 727-443-1537**

September 21, 2012

Via Electronic Filing

Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street SW  
Washington, D.C. 20554

ATTN: Consumer and Governmental Affairs Bureau

**RE: CSDVRS, LLC's Notice of Involuntary, Unforeseen Service Interruption**

Dear Ms. Dortch:

Pursuant to Section 64.606(h)(3)<sup>1</sup> of the Commission's rules, as amended, CSDVRS, LLC d/b/a ZVRS ("ZVRS") hereby notifies the Commission's Consumer and Governmental Affairs Bureau of an involuntary, unforeseen service interruption.

Beginning at approximately 1:18 p.m. EST on September 20, 2012, customers were not able to place video relay service ("VRS") calls through ZVRS due to a software process issue. The issue was resolved and full service was restored approximately 22 minutes later at 1:40 p.m. EST on September 20, 2012. VRS calls already in progress during that time were not affected by the service interruption; customers were able to continue and complete VRS calls already in progress. Point to point video calls were not affected at any point.

ZVRS has updated the process so that the issue does not recur in the future.

Notification of the service interruption has been provided on ZVRS' website.

Please direct any questions to my attention.

---

<sup>1</sup> 47 C.F.R. § 64.606(h)(3).

Sincerely,

/s/

Jeff Rosen  
General Counsel

cc: Gregory Hlibok (via email)